

VACANCY ANNOUNCEMENT

SOLICITATION NUMBER: USAID/Jordan-EXO-12-004

OPEN TO: All interested candidates

POSITION: Travel Assistant
Executive Office

OPENING DATE: April 12, 2012

CLOSING DATE: April 25, 2012

WORK HOURS: 40 hours/week

SALARY: JD11,957 – JD19,731
Position Grade Level 09

PLACE OF PERFORMANCE: Amman, Jordan

USAID/Jordan has an immediate vacancy for a Travel Assistant in the Executive Office (EXO). This is a Personal Services Contract (PSC) position, grade FSN-09. The work schedule is 40 hours per week. The salary level of the selected candidate will be determined based on meeting the required qualifications and documented previous salary history. Applicants who do not meet the minimum number of years of experience may also be considered only after it is determined that there are no other qualified candidates. Should such an applicant be chosen for the position, the starting salary will be set at a trainee level. Trainee-level appointments will require the employee to work for a certain period of time before the employee is eligible for the FSN-09 level. USAID/Jordan may select more than one candidate with this solicitation.

Basic Function:

The Travel Assistant is the focal point for all travel related work for the Mission staff. The incumbent ensures that all Mission travel adheres to Agency and US Government (USG) policies and regulations. The Travel Assistant is responsible for providing a full-range of travel services to all USAID employees (US Direct Hire – USDH; US Personal Services Contractor – USPSC; and Foreign Service Nationals - FSN). S/he continually recommends innovative solutions to streamline travel procedures and automate processes to provide high level customer service to all staff members.

As USAID/Jordan Travel Assistant, the incumbent is responsible for preparing official travel documents for all employees of the USAID/Jordan Mission and their authorized dependents, foreign national employees, other authorized officials and VIPs, advising staff about travel regulations, enforcing travel regulations and reporting anomalies. The

incumbent manages all travel and is responsible for liaising with the Travel Management Center on behalf of all USAID employees.

Major Responsibilities:

The incumbent is responsible for providing the full range of travel services to all employees of the USAID/Jordan Mission. S/he is in charge of preparing all paper and electronic Travel Authorizations (TAs) for all official and entitlement trips for all types of employees, including US eligible family members traveling on official USG orders. S/he also performs travel services for official visitors and VIPs visit. In the case of the latter, the incumbent plays an integral role in the preparation of the VIP visits including all associated travel services needed.

The incumbent is the subject matter expert on travel and the automated travel system E2. S/he arranges all travel and advises employees and administrative assistants on the preparation of correct travel vouchers. The incumbent is considered the official trainer for new staff on the E2 travel system and is responsible for scheduling training sessions for staff requiring remedial training on the use of E2. With the implementation of E2, s/he is responsible for entering detailed accounting information that accurately reflects authorized expenses.

The incumbent maintains an electronic and hardcopy filing system for all travel authorizations, and ensures proper maintenance, filing and storage for travelers' in accordance with the Automated Directive System. S/he is responsible for issuance of blanket travel authorizations that cover local travel within Jordan. S/he also maintains current Evacuation Travel Authorizations for US Staff and their eligible family members, and prepares evacuation packets. The incumbent ensures that all necessary travel documents are filed and maintained in the vital records system of the Mission.

The incumbent is the primary point of contact on all official travel related questions. S/he advises employees on the Agency's policies and regulations for official and entitlement travel. The incumbent is also responsible of advising US staff on shipping allowances for entitlement travel as per the USG regulations. S/he researches all travel questions and solves the majority of travel problems independently. S/he provides creative solutions to travel concerns while enforcing travel policies.

The incumbent solely liaises with the Mission designated Travel Agency (currently Al-Shamel) for all related travel services for USAID staff and their eligible family members, including requesting reservations and ticket issuance. S/he ensures all supporting documents sufficient to pass an audit are contained in the file, including authorizations for business class travel and cost construct calculations. As the last person to receive the Travel Authorization s/he ensures accuracy and inclusion of all appropriate offices, such as Human Resources, Procurement, and Finance.

The incumbent makes necessary hotel reservations for official USAID/Jordan visitors and TDYers as appropriate. S/he is the travel point of contact for USAID/Jordan sponsored conferences. The incumbent maintains and updates USAID/Jordan's visitors list and issues associated reports as needed on visitors and TDYers. S/he serves as

the point of contact for the automated Electronic Country Clearance (ECC) system, and assists users and control officers in submitting and approving ECC requests.

During trips attended by multiple parties, s/he ensures maximum efficiency in the use of government resources, consolidating requirements and coordinating with the Mission motor pool to determine vehicle requirements that adequately support the trip. S/he ensures travelers use resources allocated thereby preserving USG assets and funds.

The incumbent maintains and updates the travel section on the USAID/Jordan intranet. S/he uploads and keeps up-to-date all necessary documentation related to official and entitlement travel. S/he also circulates all new and updated rules and regulations associated with official and entitlement travel. The Travel Assistant completes ad hoc reports, such as business class usage, hotel usage, and visitors.

The incumbent liaises with State Department Travel Section on the preparation of the required documents for visa issuance for USAID/Jordan employees for official travel; s/he obtains forms and prepares necessary documentation, contacts embassies for information, and follows-up to ensure visas are received in a timely manner.

In coordination with Human Resources Section at the Executive Office, the incumbent ensures that traveling employees have obtained necessary medical clearances to perform official travel. S/he ensures that traveling employees have their Health and Accidental Coverage Insurance, and that accompanying members have also obtained necessary insurance to perform travel. S/he ensures travelers have completed eCC requests and have received approval before issuing tickets. S/he ensures travelers have notified the Regional Security Office with travel plans prior to traveling.

In short, the Travel Assistant has total responsibility to ensure that travel is arranged and funded in accordance with USG regulations and in a consistent manner, and that all documentation presented to staff authorizing travel is complete and defensible. Further, s/he ensures the travel is arranged in a manner that meets the requirements in the most efficient manner.

Minimum Qualification Criteria:

In order to qualify for the position above, the applicant must meet all of the following criteria, clearly demonstrated in the curriculum vitae (CV) or cover letter. Applicants must address each criterion with specific and comprehensive information supporting each item. If the application submitted fails to demonstrate eligibility, the application will be marked unqualified. It is the responsibility of the applicant to provide all pertinent information. All documents written in Arabic must be translated into English, and both the Arabic and English documents submitted.

Qualification Criteria:

1. A Bachelor's degree is required.

Supporting documentation (e.g. a copy of bachelor's degree diploma) must be included in the application for eligibility purposes.

2. Three years of work experience in travel and with interpretation of complex regulations, such as USG regulations and policies, is required.
3. Level IV in both written and spoken English and Arabic is required. At Level IV an employee is required to possess a high degree of proficiency in both written and spoken English, including the ability to translate the host country language into precise and correct English, and English into the applicable foreign language. On occasion, an employee at this level might be expected to act as an interpreter in situations where considerable importance attaches to proper word meaning. English proficiency will be tested. A score of 785 on the TOEIC exam (Listening & Reading components only) or 590 is for the TOEFL ITP exam or 96 for the TOEFL iBT are acceptable. Examination scores have to have been recorded within the last six months; else candidate will be tested again.
4. Skills & Abilities:
 - a. Must have demonstrated ability to exercise sound judgment; originate creative solutions for a variety of concerns; handle requests and complaints with patience, diplomacy and tact.
 - b. Must have demonstrated ability to work independently, be detail-oriented and accurate, and apply regulations consistently. Must have demonstrated ability to multi-task and prioritize many varied requests each having its own timeline and importance.
 - c. Must have demonstrated strong computer skills in specialized software, including Windows, the Microsoft Office Suite (e.g., word processing, spreadsheet, database, and email programs).
 - d. Must have strong professional-level interpersonal skills and be able to work effectively with individuals from a variety of backgrounds and cultures; must have demonstrated ability to explain procedures and regulations tactfully to Mission personnel.
 - e. Must be worthy of trust and confidence, and be capable of reporting anomalies observed. Must be able to handle tasks discretely, and to protect the confidentiality of information learned during the discourse of the job.
 - f. Must have demonstrated ability to analyze existing systems and procedures and recommend improvements to enhance efficiency. Must have demonstrated ability to implement new regulations seamlessly and adapt to new systems of automation.

Selection Process:

Applications will be initially screened for eligibility in accordance with the qualification criteria above. Applicants must address each criterion in their application in order to meet the minimum qualifications for this position. Top-ranked candidates who meet the minimum qualification criteria will be given an English test. Applicants with passing marks will be given a technical test. The technical test will be on any of the criteria previously mentioned and top-ranked applicants with passing marks will be invited for an interview. Testing and interview will be conducted in Amman, Jordan. USAID will screen for nepotism/conflict of interest in determining successful candidacy. Internal

Embassy employees must have completed 52 weeks of employment in their current position before being eligible to apply. Interested applicants for this position should submit the below listed forms electronically to:

Email: usaidemployment@state.gov

- A. Complete Universal Application for Employment (DS-0174); plus
- B. A current resume or curriculum vitae; plus
- C. Any other documentation (e.g., certificates, awards, copies of degrees earned) that address the qualification criteria of the position as listed above. All documentation must be translated into English.

Note: Application forms can be accessed from the Embassy web site:

http://jordan.usembassy.gov/job_opportunities.html

Point of Contact:

Point of Contact: Questions may be directed to the Human Resources office, USAID/Jordan, Tel: 5906000 ext. 6605/6673.